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Document Name:		Benefits Processing Service Delivery Guide	
Center	Page (s)	Comments	Disposition
LARC	5	First Paragraph, Last sentence should punctuate as follows: The government-provided benefits include, but are not limited to, the following:	Made punctuation correction.
LARC	5	Last entry in list: All other retirement, disability/long term illness and death benefits (excludes workers' compensation). What is meant by "long term illness" here?	Phrase changed to read "disability retirement."
LARC	5	Processes--What about FEHB and NEBA?	Process has been amended to include both FEHB and FEGLI Life Event and Change of Status Processes. NEBA counseling will be provided. However, changes must be made directly with MetLife by the employee.
LARC	7	Process 1 Flow Chart-Survivor Benefits Process, Step 3, should add TSP, and Unpaid Compensation.	Added TSP and Unpaid Compensation to list of items to be included in step.
LARC	7	Step 1-Tips. Remove "initially" or "first"	Removed "initially."
LARC	8	Step 3-Add TSP and Unpaid Comp. Only need to submit quick pay to OPM if there is a survivor entitled to survivor benefits.	Incorporated this change.
LARC	9	Step 5 (i). Obtain a certified copy of death certificate--need to add "for each claim filed"	Added "for each claim filed."
LARC	12	Process 2, Step 3-Change "Required" to "Retirement" (Minimum Retirement Age)(MRA).	Changed Required to Retirement.
LARC	12	Is the NSSC going to request Social Security Earnings Records for employees?	Changed wording to "counsel employee on process to request a copy of the their social security earnings record, if applicable" as request must come directly from employee.
LARC	12	Step 4(?)--I do not see a mention of the Certified Summary of Federal Service and when that will be prepared, gotten to the employee for signature and returned.	Certified Summary of Federal Service will be sent to Employee at the time retirement.

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LARC	13	Step 5-Change required to Retirement. Maybe this is where the service history information should be.	Incorporated this change.
LARC	16	Step 8-How/when is respective Center notified that an employee is retiring?	In Step 4, change made to reflect that employee notifies Center HR Office and Supervisor of Retirement; NSSC will enter loss into WTTS.
LARC	20	Process 4, Step 4-Need to change reference to benefits statement to read "it is available on Employee Express, under Related Sites, Federal Employees Benefits Statement."	Incorporated this change.
LARC	20	Step 4 (Under TIPS)-eliminate "also".	Incorporated this change.
LARC	23	Process 5-Since there is a separate section for military deposits, may want to eliminate all references to military deposits in Process 5a and 5b. Military deposits in those sections does not follow the flow.	Incorporated this change.
LARC	29	Process 5c-Step 4--Will employee make a check out based on the amount of deposit calculated by NSSC? In the past, in some cases we have waited for the "official" calculation from DOI.	Incorporated change to reflect that employee sends check directly to DOI.
LARC	36	Process 7-since this strictly dealing with FEGLI may want to so indicate in the heading.	Process has been amended to include both FEHB and FEGLI Life Event and Change of Status Processes.
LARC	36	Step 1 (Action)-May want to indicate that an employee can always reduce or eliminate coverage. Section seems to imply that only through a life event can they do that.	Incorporated this change to correct FEGLI coverage changes.
LARC	40	Process 9-Step 1--Indicates that under this process, the Center has to initiate the expedited action. Can the employee initiate as well? HR offices may not know of call circumstances.	Incorporated change that employee may initiate expedited action.

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LARC	41	Step 3 (Action)-GPPA?	GPPA is acronym for OPM's Guide to Processing Personnel Actions; Already spelled out on first reference in Process 7, Step 4.
LARC	43	System Components-New Systems-Government Research Bureau (GRB) A little confusion because of the GRB software.	Change to read Government Retirement & Benefits.
HQ	8	Process 1 Step 3-Do you mean the SF52? Shouldn't the losing organization/Center initiate the SF52 since there will be other checkout issues?	NSSC will be initiating the SF-52 in this process; will change from SF 50 to SF 52.
HQ	8	Process 1-Step 4-Change beneficiary to "beneficiaries, and/or"	Will incorporate this change
HQ	8	Step 4-There may be multiple beneficiaries. Will a separate letter be issued to each?	Yes; letters will be sent to all designated beneficiaries.
HQ	8	Step 4- Change or to "and/or"	Incorporated this change.
HQ	11	Process 2 Step 1(Action) HQ has requested to add additional clarifying language to the 2008 SLA re: urgent/expedited requests. See below. Retirement Estimates: Urgent Priority for Retirement Estimates: 98% of urgent retirement estimate requests completed within same day of request (4-8 business hours). This occurs when employee plans to retire within the same week of request. Expedited Priority for Retirement Estimates: 98% of expedited retirement estimate requests will be completed within 2-5 business days. This occurs when employee plans to retire within the same or next pay period of request.	Process 9 added to SDG for Expedited Request.
HQ	11	What happens if an employee requests more than one estimate with an immediate turnaround (e.g., with different retirement dates?) How will these be handled?	Incorporated this change in document. Estimates with different scenarios will be prepared at time of initial request. Later requests for additional estimate scenarios will be handled as a second request.

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HQ	12	Step 3-What happens if an error is found? Will NSSC contact the employee to get information, adjust the SCD or retirement system, etc?	Tip added in Step 5 to reflect action taken by NSSC if errors are found in SCD, etc.
HQ	13	Step 5-Will the same HR Specialist who did the estimate handle any subsequent estimate requests and the eventual retirement package?	Yes; Tip has been added to note same HR Specialist availability.
HQ	14-15	Process 3-HQ has requested inclusion of language (sic) in the Service Level Agreement to address urgent/expedited retirement package processing. <u>Retirement Package Processing and Submission:</u> Urgent Priority for Retirement Estimates: 98% of urgent routine retirement packages will be submitted to DOI within 1-3 business days from the effective date of retirement and complex packages within 5-7 business days from the effective date of retirement. Expedited Priority for Retirement Processing: 98% of expedited routine retirement packages will be submitted to DOI within 5-7 business days of effective date of retirement and complex packages within 7-10 business days from effective date of retirement.	Process 9 added to SDG for Expedited Request.
HQ	16	Step 5-See previous comment re: making changes if errors are found.	Tip added in Step 5 to reflect action taken by NSSC if errors are found in SCD, etc.
HQ	16	Step 6-Who submits the SF-52--the Center?	NSSC will initiate the SF-52.
HQ	18	Process 4-Step 1-Who will assist the supervisor in completing needed forms?	Wording changed to reflect that NSSC will be available to assist Supervisor in completing the forms.
HQ	18	Step 1-If employee is on workers compensation, who will counsel re: options for continuing on OWCP vs. disability retirement?	NSSC HR Specialist will counsel on these options.

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HQ	19	Step 1-At what point in the process will NSSC begin counseling? Will it be the same HR Specialist throughout the process?	The counseling process begins the minute the employee makes contact with the NSSC. Every attempt will be made to have the same HR Specialist handle the case throughout the entire process.
HQ	20	Step 3-Who will counsel on appropriate leave usage while working through approvals?	NSSC HR Specialists currently work with the ASL/Leave Donor programs and will be able to counsel employee on available leave programs.
HQ	20	Step 4-How will the employee's supervisor be engaged and/or counseled throughout this process?	Employee must engage Supervisor in the process.
HQ	22	Step 6-What type of follow-up (if any) will NSSC do to track the package and keep the employee informed as to the status?	Change has been made to include provisions for this; Change has been made to language of Process 5a, Step 1 to address this concern.
HQ	24	Process 5a-Step 5-Who will contact OPM to verify any amounts previously paid for deposits/redeposit's?	Change has been made to include provisions for this; Change has been made to language of Process 5a, Step 1 to address this concern.
HQ	26	Process 5b-Step 4-See above comment re: contact with OPM re: previous deposits/redeposit's	Employee provides "Paid in Full" statement from OPM to NSSC.
HQ	36	Process 7-Step 1-Who is responsible for completing the SF2819, Notice of Conversion Privilege and SF 2821, Agency Certification of Insured Status when employees resign or are terminated? In a related question, who is responsible for completing the SF 2810 Notice of Change in Health Benefits Enrollment when employees resign or are terminated?	Process 10, Separation Packages, has been added to provide that NSSC will perform these services.

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HQ	39	Process 8-Step 5-Will NSSC also do this in conjunction with buyout amount determinations?	Yes; Change has been made to language of Process 8, Step 1 to address this concern.
HQ	39	Process 8-Step 6-Has there been a request made to identify a Center POC and what would the criteria be?	The person who contacts NSSC regarding a severance pay estimate is the Center POC for that specific request.
HQ	40	Process 9-Step 1-See above HQ comments re: urgent/expedited actions.	Process 9 has been added to SDG for Expedited Request.
HQ	42	Metrics-Retirement Estimates: Urgent Priority for Retirement Estimates: 98% of urgent retirement estimate requires completed within same day of request (4-8 business hours). This occurs when employee plans to retire within the same week of request. Expedited Priority for Retirement Estimates: 98% of expedited retirement estimate requests will be completed within 2-5 business days. This occurs when employee plans to retire within the same or next pay period of request.	Process 9 added to SDG for Expedited Request.
HQ	43	Metrics-Retirement Packages: Retirement Package Processing and submission: Urgent Priority for Retirement Processing: 98% of urgent routine retirement packages will be submitted to DOI within 1-3 business days from the effective date of retirement and complex packages within 5-7 business days from the effective date of retirement. Expedited Priority for Retirement Processing: 98% of expedited routine retirement packages will be submitted to DOI within 5-7 business days of effective date of retirement and complex packages within 7-10 business days from effective date of retirement.	Process 9 has been added to SDG for Expedited Request.
HQ	46	Contact Center Strategy: Should provide link here for that Delivery Guide.	Incorporated the Contact Center link into the SDG.

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JSC	1	Separations other than retirement are not addressed. These are a very large number; there should be a process for the counseling and paperwork process for these folks as well.	Process 10, Separation Packages, has been added to provide that NSSC will perform these services.
JSC	14	Process 3-Step 2-NSSC HR Specialist will ask the employee to notify the Center HR Office of their decision to retire.	Incorporated this change.
JSC	16	Step 6-NSSC HR Specialist will post the loss to the WTTS system.	Loss will be entered into WTTS as soon as NSSC receives the SF 52 requesting the separation.
JSC	20	Step 4-Delete NEBS/FEBS and replace with FEBS	Incorporated this change.
JSC	22	Step 6-Delete "along with the approval letter" and replace with "below"	Incorporated this change.
JSC	22	Step 6-Delete "SF-50"	Incorporated this change.
JSC	23	Process 5a-Steps 7,8&9 in the process flow chart should be deleted as they are only for military deposit.	Incorporated this change.
JSC	25	Delete Steps 7, 8 & 9	Incorporated this change.
JSC	26	Process Flow Chart-Step 7-an OPM 1514 is only sent when a military deposit is paid. This block should say--Employee pays Deposit/Redeposit and provides a copy of the statement to NSSC.	Incorporated this change.
JSC	27	Step 7 Action should read: After the deposit is paid, OPM will send a copy of the statement to the employee. Employee should then send a copy to the NSSC(SP) to update creditable service in FPPS. Output: Updated service in FPPS. Close Remedy ticket.	Incorporated this change.
JSC	28	Step 8 Action should read: Update the employee's Retirement Service Computation Date (RSCD) in the Federal Personnel Payroll System (FPPS) to include the creditable service. Output: Updated employee service record.	Incorporated this change.
JSC	31	Step 5-Delete "OPM-1514"	Incorporated this change.

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JSC	34	Step 2, change Action 1st para. To read: The NSSC(SP) HR Specialist checks FPPS to ensure employee is not on LWOP. NSSC(SP) HR Specialist checks eOPF to see if employee has waived FEGLI within the last year. Check with Payroll to see if employee has been out due to illness/injury for at least 3 weeks in the last year. If all checks are negative findings, NSSC(SP) HR Specialist continues to process the SF 2822.	Incorporated this change.
JSC	34	Step 3: Tips: Note: Center's onsite clinic physical will suffice.	Incorporated this change.
JSC	34	Step 5: Tips: If employee is denied, notice is sent to employee instead.	Incorporated this change.
JSC	35	Step 8: Complete SF 2817 and mail to NSSC.	Incorporated this change.
JSC	35	Step 10: Enter the SF 2817 in FPPS with the effective date the first day in a pay period	Incorporated this change.
JSC	37	Process 7 Step 1-section b: add to the end of first sentence "in their enrollment in FEGLI."	Incorporated this change.